

IDOT WORKS TO IMPROVE CITIZEN AND EMPLOYEE SATISFACTION THROUGH STRATEGIC PLANNING

The Illinois Department of Transportation is delivering on Gov. George H. Ryan's commitment to make the most effective use of available resources in developing and maintaining Illinois' world-class transportation network.

Through a comprehensive commitment to strategic planning and leadership, IDOT employees have established long-term objectives to raise customer satisfaction, speed completion of construction projects to reduce traveler inconvenience, improve communications, and refine key processes and programs throughout the organization for effectiveness and efficiency.

The overriding goal is to make sure IDOT continues to provide a high-quality transportation system second to none in the nation.

Employees from throughout IDOT have voluntarily managed workloads to take on additional tasks aimed at improving the cost-effectiveness of programs and processes at every level of the organization. Working in teams, these employees are exploring ways to improve diverse aspects of IDOT operations with shorter response time to customer inquiries, enhanced public communications, greater safety for motorists and employees in construction zones, greater capital programming efficiency, more effective snow removal techniques, and better coordinated training and research efforts.

At the Governor's direction, IDOT also is gathering information from motorists and other customers through surveys and focus groups to help determine ways in which the Department can serve Illinois better and provide even more effective transportation opportunities in the future.

The strategic planning initiative, which expands on capital program planning work that has been done for more than 25 years at IDOT, incorporates all aspects of the Department's operations, including administrative and service functions. The planning initiative focuses on the following four strategic perspectives to guide its activities and help the Department accomplish its overall mission:

- Customer Satisfaction and Partnerships
- Delivery of Programs and Services
- Best Business Practices
- Employee Learning and Growth

Surveys of motorists during Fiscal Year 2001 have shown high levels of satisfaction with the overall job being done by IDOT and with the way employees of IDOT conduct themselves on the job. IDOT is proud of that and takes its responsibility very seriously.

The main challenge is to continue to improve satisfaction among motorists and other travelers IDOT serves throughout Illinois. Through improved strategic planning, greater attention to citizen input, and continued hard work, IDOT will continue to rise to the challenge now and in the future.

OUR MISSION

We provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity, and demonstrate respect for our environment.

OUR GUIDING PRINCIPLES

We will accomplish our mission while making the following principles the hallmark of all our work:

- Safety
- Integrity
- Responsiveness
- Quality
- Innovation



The Illinois Department of Transportation serves the transportation needs of the citizens of Illinois through its divisions of Aeronautics, Highways, Public Transportation, Rail Transportation, and Traffic Safety.

OUR MAJOR OBJECTIVES

The department has developed the following objectives for fulfilling its mission:

HIGHWAYS –Provide cost-effective, quality highways and services;

AIRPORTS –Improve Illinois' airport system and preserve the nation's top hub in northeastern Illinois by developing a third major airport;

TRANSIT –Ensure that public transportation is available through a stable base of operating and capital funding to provide transit options for commuters, reduce traffic congestion and improve air quality;

RAIL –Support inter-city rail passenger service and develop a high-speed rail system;

PLANNING –Integrate environmental and quality of life concerns in the transportation planning process;

SAFETY –Reduce highway vehicle crashes, fatalities and injuries; and

INNOVATIONS –Apply innovative technological solutions that improve the efficiency and safety of the transportation system, reduce congestion and enhance highway construction materials and designs.

OUR MAJOR RESPONSIBILITIES

The department's mission, principles and objectives are reflected in the department's responsibilities for all modes of transportation as defined by state and federal laws:

HIGHWAYS –Plans, designs, coordinates, constructs, maintains and operates the state system of highways and bridges;

TRANSIT, AIR AND RAIL TRANSPORTATION –Plans, coordinates and administers funding and technical assistance for public transit systems, airports and rail freight and passenger systems; and

TRAFFIC SAFETY –Administers traffic safety programs.

TRANSPORTATION FUNDING SPURS ECONOMIC GROWTH WITH 85,000 JOBS

A well-maintained, safe and efficient transportation system is fundamental to economic development and growth. Transportation is essential for the distribution of products and services to local, regional, state, national and international markets. It is equally essential for getting people to work and to other places, such as retail stores, health services, schools and recreational activities.

Illinois is a major transportation hub in the nation. Its highway, air and rail transportation systems and waterways have always played a critical role in the state's economy by providing access to regional, national and international markets.

The extensive system reflects the dominant presence of transportation in Illinois where one of every five jobs is related to transportation, including construction jobs that are directly created by public investment in transportation. Capital improvements for highways, airports, public transportation, and rail funded during the 1990s created hundreds of thousands of jobs in the private sector construction industry. In Fiscal Year 2001, more than 55,000 private sector jobs in highway construction were created, a nearly 23 percent increase from Fiscal Year 2000. Another 30,000 jobs were generated in FY 2001 in the air and rail transportation industries.

Department investment policies continue to focus on supporting business and employment growth, preserving and managing the existing system, reducing congestion, improving safety and the efficiency of operations, supporting technology advances, and providing an overall transportation system that offers a high degree of mobility and reliable options.

The extensive multi-modal transportation system requires ongoing investments to continue fostering a healthy economy and serving the people of Illinois.



Highway building and rehabilitation projects create jobs in Illinois and improve the transportation system and the state's economy.

SUMMARY OF FY 2001 MAJOR ACCOMPLISHMENTS

Illinois FIRST Program Supports More Transportation Projects

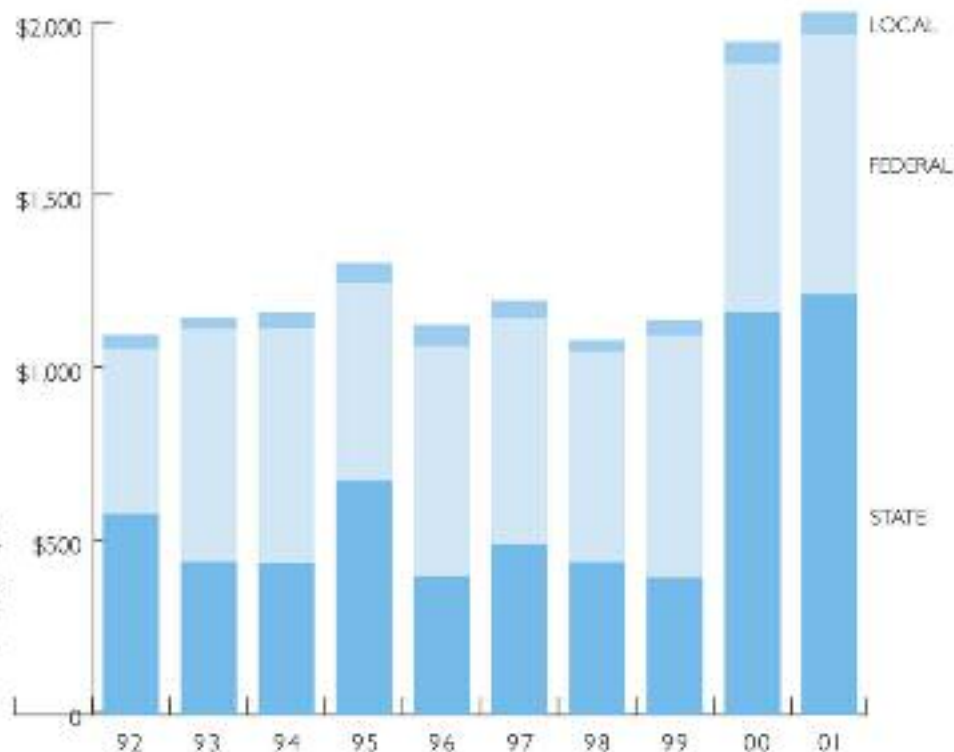
In its second year, Illinois FIRST, the infrastructure funding program initiated by Governor George H. Ryan, allows IDOT to turn many more proposed transportation improvements into reality:

- **\$2.3 billion** for 2,383 highway and bridge rehabilitation projects
- **\$109.6 million** for 38 public transportation projects, including the restoration of state funding for capital improvements to match federal funds
- **\$15.5 million** for 130 airport projects, including a program to supplement federally funded airport improvements
- **\$20 million** for high speed rail projects, including design work for track improvements, crossing safety upgrades and the Positive Train Control system (remote train tracking system)

In addition, local governments received a boost of more than 21 percent in their annual allocation of state Motor Fuel Tax revenues in FY 2001 over the FY 1999 total to meet their growing road and bridge repair needs.

The benefits of increased funding generated by increases in passenger car registration fees and large truck license fees are visible throughout the state.

HIGHWAY CONSTRUCTION PROGRAM FUNDING SOURCES OVER THE PAST 10 FISCAL YEARS, IN MILLIONS OF DOLLARS



The increase in highway construction funds provided by the Illinois FIRST program in FY 2000 and in FY 2001 is reflected in the chart that traces the past 10 years in the highway program.



Illinois FIRST funds helped make possible statewide multi-modal transportation projects.

MAKING HIGHWAYS SAFER IN ILLINOIS

- Continued reconstruction of Hillside Bottleneck in Cook County to untangle one of the nation's worst areas of congestion.
- Began reconstruction of Lake Springfield bridge, adding lanes to improve vehicle flow and safety.
- Started major work zone safety media campaign to inform motorists of the dangers involved in highway construction zones.



The multi-year reconstruction of the Hillside Bottleneck made possible through Gov. Ryan's Illinois FIRST program will greatly reduce highway congestion in the western suburbs of Chicago.



The multi-year reconstruction of Lake Springfield bridge in the Capital City is one of many important downstate projects.



Four girls selected as "Star Search" winners for promoting work zone safety in radio and television public service announcements are children of highway workers.



Metra serves the Chicago area.

SUPPORTING PUBLIC TRANSPORTATION IN ILLINOIS



- Reached highest Metra ridership in recorded rail system history in northeastern Illinois - more than 81 million rides.
- Completed and opened a 17.4-mile extension of the MetroLink light-rail system to Belleville Area College.
- Completed renovation and expansion of Chicago and State subway station in the Loop.



Funds the rehabilitation of rail stations such as the Chicago and State subway station in the Loop.

UPGRADING ILLINOIS AIRPORTS

- Supported major improvements including runway construction and rehabilitation, taxiway rehabilitation and safety equipment additions at 60 airports statewide.



Provided funds for taxiway and runway rehabilitation.

SUPPORTING RAIL IMPROVEMENTS AND DEVELOPING HIGH-SPEED RAIL

- Entered into an agreement with the Union Pacific Railroad to rehabilitate 120 miles of track to a maximum speed of 110 mph on the Chicago-St. Louis corridor between Dwight and Springfield for high-speed rail.
- Continued to work with eight Midwestern states to explore ways to improve rail passenger service in the region, a 3,000-mile long rail passenger system.
- Continued working on the draft environmental impact statement for Chicago-St. Louis high-speed rail corridor.



High-speed rail service is under development between Chicago and St. Louis.



Major track construction projects completed.

TAKING TRAFFIC SAFETY MEASURES

- Oversaw inspections of 47,000 school buses and more than 420,000 commercial vehicles to ensure traffic safety.
- Adopted aggressive minority outreach program involving child safety seat training classes, and coordinated the distribution of 25,000 booster seats.
- Funded 847 motorcycle instruction classes that trained nearly 10,000 individuals at 43 statewide locations.




Coordinated the distribution of 25,000 booster seats to improve safety.

DEPARTMENT GIVES AND RECEIVES AWARDS FOR EXCELLENCE

Engineers and Technician of the Year 2000

Kenneth Eng from District 1 and **Sal Madonia** from District 6 were selected as Engineers of the Year for 2000, and **Richard Smith** of District 7 as Technician of the Year. Eng, a Design Plan Preparation Engineer in the Bureau of Design, was selected for his work on the plans for accelerated reconstruction of the Hillside Bottleneck; Madonia, a Project Engineer in the Bureau of Program Development, for supervising three design squads in the district and 19 consultants undertaking design work with an estimated construction value of \$147 million; and Smith, a Maintenance Field Technician in the Bureau of Operations, for his work during a severe flash flood in Effingham County that damaged part of Illinois 40.




Director of Highways Jim Slifer presented Engineer of the Year awards to Kenneth Eng (center) and Sal Madonia.

IDOT Receives Information Technology Award

The Department received an award from *Civic.com* magazine for success in government information technology. IDOT was selected for making its highway letting and bidding information available on the Internet, which streamlined IDOT's bidding process and cut costs.

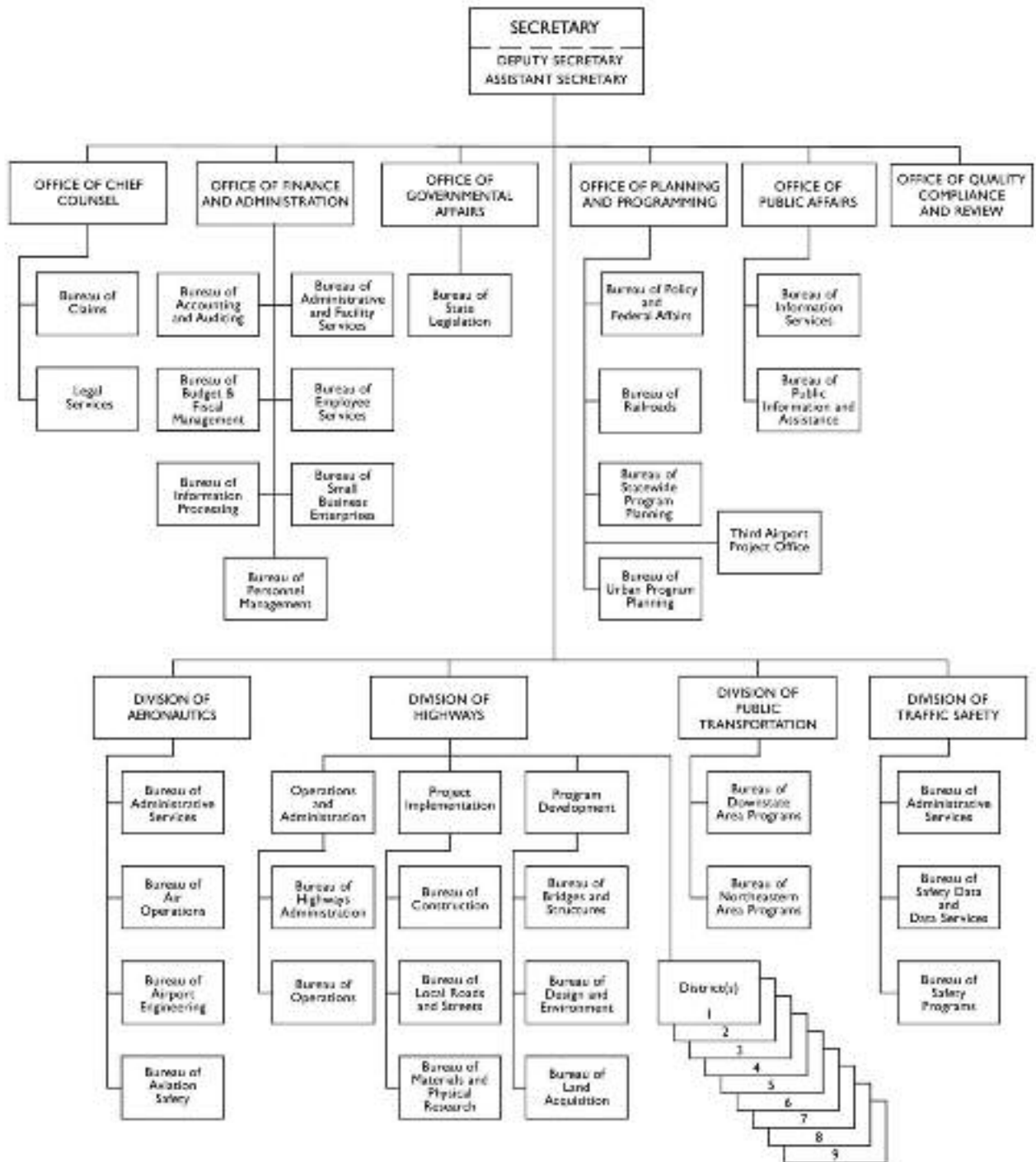
IDOT Receives other Awards in FY 2001

- **Partnership in Excellence Award** — The Federal Highway Administration honored **Gerald Pedrucci**, Special Projects Coordinator in the IDOT's Bureau of Land Acquisition, for his contributions to the State/Federal Highway Beautification Program, specifically in the area of Outdoor Advertising Control.
- **Technical Achievement Award** - The Illinois Road Builders Association (IRBA) selected the Department for advancement in electronic communication in the highway contracting process. The first-time award by IRBA recognizes leaders in advancing the use of electronic communication to replace paper.
- **Planning for Excellence Program Award** - The Department, Secretary **Kirk Brown** and four IDOT employees, **Rena Egan**, **Ken Martin**, **John Webber**, and **John Werthwein**, were honored by Gov. George H. Ryan for their exceptional support of the Governor's statewide strategic planning program.
- **State Agency of the Year Award** - The Department was selected by the State Interagency Committee on Employees with Disabilities for its support for people with disabilities through employment, an internship program and workplace accommodations.



Slifer presented the Technician of the Year award to Richard Smith.

ORGANIZATION OF THE ILLINOIS DEPARTMENT OF TRANSPORTATION



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On January 1, 1972, the 77th Illinois General Assembly created the Illinois Department of Transportation, combining the Department of Public Works and Buildings with the office of Mass Transportation from the Department of Local Government Affairs. In August 1973, Aeronautics became a division within the department. In 1995, the Division of Water Resources was transferred to another department under a reorganization plan.

As a multi-modal agency, the department's responsibilities involve planning, coordination, construction and maintenance of highways, transit systems, airports, intercity rail systems, and traffic safety.

Office of the Secretary

Coordinates multi-modal activities and directs transportation policy for the state in concert with the Governor and the General Assembly.

Office of the Chief Counsel

Provides legal counsel to IDOT on policy issues and proposed actions affecting the department's offices and divisions; administers tort liability claims, property damage claims and uncollectable receivables; and processes lien and bond claims against contractors.

Office of Finance and Administration

Develops and administers IDOT's budget; manages personnel system for nearly 6,500 employees; provides centralized business services and facilities management; administers small business programs; and provides data processing services.

Office of Governmental Affairs

Develops IDOT's policy goals and positions, state legislative programs and strategies, and resolves special issues to support and enhance Illinois' transportation interests.

Office of Planning and Programming

Develops long- and short-range plans to improve Illinois' transportation system, including the annual and multi-year Highway Improvement Programs and the multi-year programs for public transportation, airports and rail; conducts preliminary work for development of Chicago's 3rd Airport; prepares capital grants budget for public transportation and airports; implements rail freight and passenger programs, and directs metropolitan planning programs. Develops federal transportation policy initiatives.



District 1 Communications Center monitors Chicago-area traffic.

Office of Public Affairs

Develops and implements IDOT's public affairs policy, plans and programs, ensuring that adequate information is provided to increase public awareness in the transportation planning process; assists the media in coverage of agency activities, and produces technical displays and audiovisual materials for the department.

Office of Quality Compliance and Review

Reviews and analyzes departmental operations to ensure that citizens receive quality services.

Division of Aeronautics

Coordinates and implements programs concerning air safety, airport construction and other aeronautical-related areas, and provides emergency helicopter transportation in cooperation with the Department of Public Health's Emergency Medical Services Program.

Division of Highways

Develops, maintains and operates the state highway system; develops policies, procedures, standards and guidelines for improving highways, and operates nine district offices to ensure policies are followed and programs are coordinated with federal, state and local agencies.

Division of Public Transportation

Implements state's program of technical assistance and capital and operating grants to transit systems statewide and provides expertise to the department in analyzing technical and policy concerns.

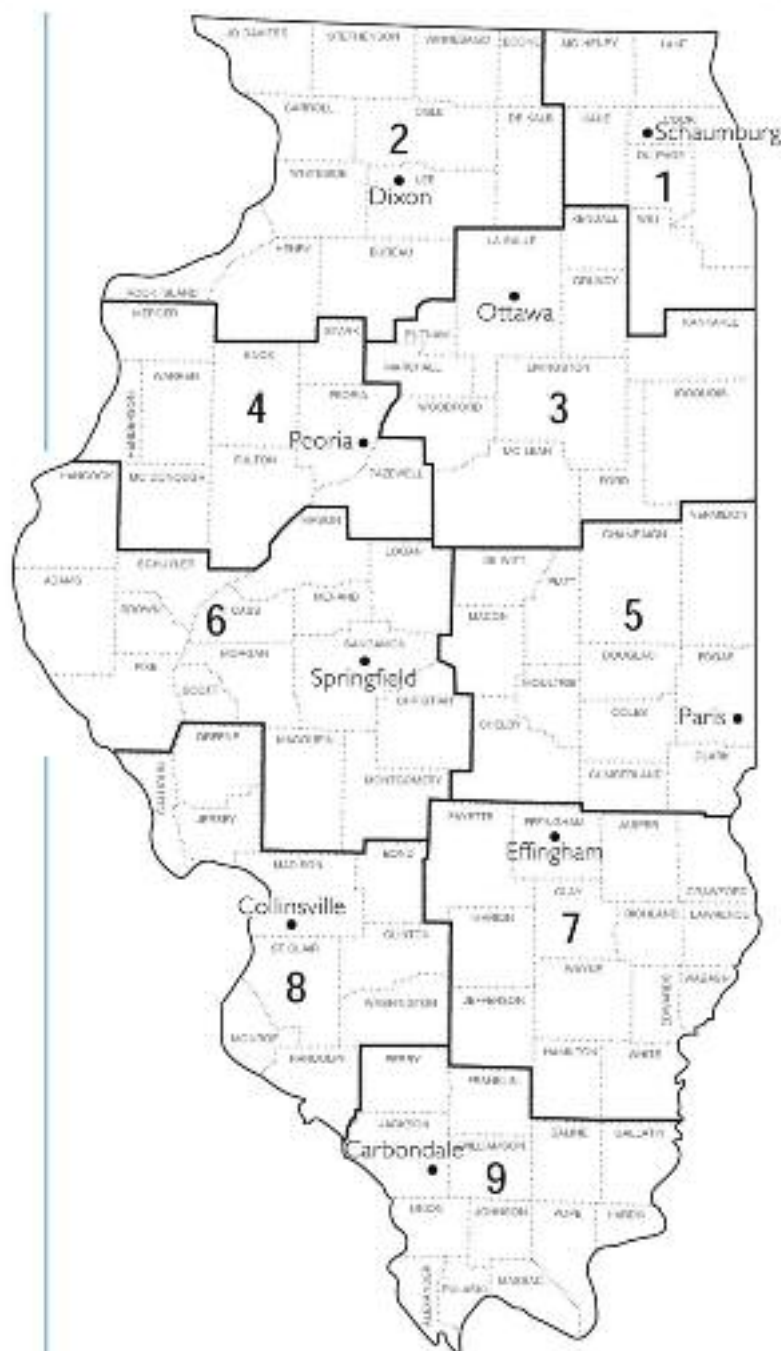
Division of Traffic Safety

Develops and implements safe highway measures for Illinois motorists, cyclists and pedestrians; uses accident data to help formulate plans for the annual highway construction program; promotes the enforcement and education of safety belt and DUI (driving under the influence of alcohol, drug or intoxicating substances) laws; allocates federal funds to other state and local agencies for programs aimed at reducing accidents, fatalities and injuries; inspects the state's school buses, trucks, buses and ambulances; oversees the transportation of hazardous materials in conjunction with the Illinois State Police; and administers the Motorcycle Rider Safety Training Program at statewide training sites.



District 9 headquarters in Carbondale is one of nine district offices statewide.

DISTRICT OFFICES



District 1

201 West Center Court
Schaumburg, IL 60196-1096
Phone: 847/705-4000

District 2

819 Depot Avenue
Dixon, IL 61021-3546
Phone: 815/284-2271

District 3

700 East Norris Drive
P.O. Box 697
Ottawa, IL 61350-0697
Phone: 815/434-6131

District 4

401 Main Street
Peoria, IL 61602-1111
Phone: 309/671-3333

District 5

Route 133 West
P.O. Box 610
Paris, IL 61944-0610
Phone: 217/465-4181

District 6

126 East Ash Street
Springfield, IL 62704-4792
Phone: 217/782-7301

District 7

400 West Wabash
Effingham, IL 62401-2699
Phone: 217/342-3951

District 8

1102 Eastport Plaza Drive
Collinsville, IL 62234-6198
Phone: 618/346-3100

District 9

State Transportation Bldg.
P.O. Box 100
Carbondale, IL 62903-0100
Phone: 618/549-2171

People who are hearing-impaired
can use the Ameritech Illinois relay
number 1-800-526-0844